MIAMI-DADE M TRANSIT

Departmental Quarterly Performance Report

Department Name: Miami-Dade Transit

Reporting Period:
FY2003
Third Quarter
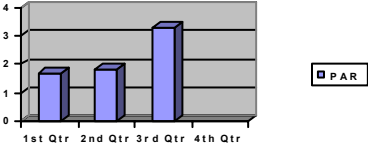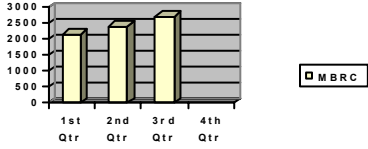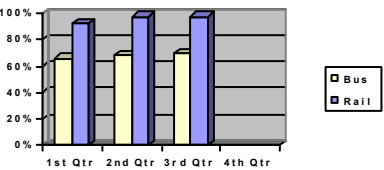
MAJOR PERFORMANCE INITIATVES

County Mgr. Priority (Circle One): *People* **Service** *Technology* *Fiscal Responsibility* **PS-3 Reduce Preventable Accidents 5% from FY02 level** 	__ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other_____* *(Describe)*
County Mgr. Priority (Circle One): *People* **Service** *Technology* *Fiscal Responsibility* **PS-1 Purchase new buses to replace outdated or those that have exceeded policy limits of 500,000 miles or 12 years**	__ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other_____* *(Describe)*
County Mgr. Priority (Circle One): *People* **Service** *Technology* *Fiscal Responsibility* **PS-3 Increase miles between road calls by 10% from FY02 levels** Miles between road calls (MBRC) for January, February and March 2003 showed significant improvements and were 2,439, 2,447 and 2,280 respectively, for an average of 2,389 for the second quarter. The current year's average of 2,272 exceeds the 10% improvement goal over FY2002's average of 2,053.	__ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other_____* *(Describe)*
County Mgr. Priority (Circle One): *People* **Service** *Technology* *Fiscal Responsibility* **TP-1 Improve on-time performance for Metrobus to 72% and Metrorail to 99%** On-time performance averaged 68% for the second quarter (70%, 67% & 66% for January to March respectively) resulting in a year-to-date average of 67%, which is less than last year's average of 71%	__ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other_____* *(Describe)*

County Mgr. Priority (Circle One): *People* **Service** *Technology* *Fiscal Responsibility*

PS-3 Maintain complaints for Metrobus, Metrorail and Metromover at or below FY02 levels and reduce STS customer complaints by 5% from FY02 levels

___	*Strategic Plan*
_x_	*Business Plan*
___	*Budgeted Priorities*
___	*Customer Service*
___	*Workforce Dev.*
___	*ECC Project*
___	*Audit Response*
___	*Other_____*
	(Describe)

County Mgr. Priority (Circle One): *People* *Service* *Technology* *Fiscal Responsibility*

Begin Operating Palmetto Metrorail extension station

The station opened on May 30, 2003.

___	*Strategic Plan*
___	*Business Plan*
_x_	*Budgeted Priorities*
___	*Customer Service*
___	*Workforce Dev.*
___	*ECC Project*
___	*Audit Response*
___	*Other_____*
	(Describe)

County Mgr. Priority (Circle One): *People* *Service* *Technology* *Fiscal Responsibility*

Purchase 110 new 40-foot replacement buses, 100 new 40-foot buses for expansion and 70 new 30-foot buses for expansion

Replacement buses are scheduled to arrive in FY 04; received ten 30-foot expansion buses in current quarter, the remaining are scheduled to arrive in the fourth quarter of FY 03.

___	*Strategic Plan*
___	*Business Plan*
_x_	*Budgeted Priorities*
___	*Customer Service*
___	*Workforce Dev.*
___	*ECC Project*
___	*Audit Response*
___	*Other_____*
	(Describe)

County Mgr. Priority (Circle One): *People* *Service* *Technology* *Fiscal Responsibility*

Increase bus service miles from 27 to 45 million miles and from 1.9 million hours to 3.3 million hours

Service expansion is ongoing; as of March lineup annualized miles were

___	*Strategic Plan*
___	*Business Plan*
_x_	*Budgeted Priorities*
___	*Customer Service*
___	*Workforce Dev.*
___	*ECC Project*
___	*Audit Response*
___	*Other_____*
	(Describe)

County Mgr. Priority (Circle One): *People Service Technology Fiscal Responsibility*	
Add 24 hour daily service for rapid transit beginning June 2003 Implemented 24 hour daily service on June 8, 2003.	___ *Strategic Plan* __ *Business Plan* *x_ Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other_____* *(Describe)*
County Mgr. Priority (Circle One): *People Service Technology Fiscal Responsibility*	___ *Strategic Plan* __ *Business Plan* *x_ Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other_____* *(Describe)*
Increase frequency of rail service to every 15 minutes during evenings and weekends and to every 10 minutes during midday hours Implemented frequency of rail service on June 8, 2003.	
County Mgr. Priority (Circle One): *People Service Technology Fiscal Responsibility*	___ *Strategic Plan* __ *Business Plan* *x_ Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other_____* *(Describe)*
Provide free Metromover service for everyone Implemented November 6, 2002.	
County Mgr. Priority (Circle One): *People Service Technology Fiscal Responsibility*	___ *Strategic Plan* __ *Business Plan* *x_ Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other_____* *(Describe)*
Provide courteous transit service by providing refresher training courses to drivers and supervisors The agency is experiencing a delay in providing refresher training courses to drivers and supervisors due to the current recruitment demands related to the implementation of the PTP.	
County Mgr. Priority (Circle One): *People Service Technology Fiscal Responsibility*	___ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other_____* *(Describe)*

County Mgr. Priority (Circle One): *People   Service   Technology   Fiscal Responsibility*

#43 Review and benchmark fleet maintenance for managed competition or targeted savings initiative for mid-life overhaul of transit rail cars
The department will seek approval from the Transportation Committee and the CITT in July to proceed with the project. Upon approval from the Transportation Committee, CITT and the BCC, Washington Infrastructure will be awarded for the engineering services.

___ Strategic Plan
___ Business Plan
___ Budgeted Priorities
___ Customer Service
___ Workforce Dev.
_x_ ECC Project
___ Audit Response
___ Other_____
(Describe)

County Mgr. Priority (Circle One): *People   Service   Technology   Fiscal Responsibility*

#230 Analyze use of full size and minibuses with potential swapping to improve route efficiency

With the agreement between Miami-Dade Transit and the Transport Workers Union to reclassify Paratransit Driver Attendants to Bus Operators effective in March 2003, it is now possible to swap buses on selected routes. Efficiencies are expected on routes with ridership less than the capacity of a full-size bus. The reassignment of buses on 5 routes is projected to be implemented in the Fall of 2003.

___ Strategic Plan
___ Business Plan
___ Budgeted Priorities
___ Customer Service
___ Workforce Dev.
_x_ ECC Project
___ Audit Response
___ Other_____
(Describe)

County Mgr. Priority (Circle One): *People   Service   Technology   Fiscal Responsibility*

#515 Implement Trip Planning system on the web allowing passengers real time planning of transit trips
The agency has continued to work with Trapeze and Westwood One on data development. The FDOT addendum to the original scope of services and Trapeze implementation contract is still being developed. The projection date for implementation is still the fourth quarter of 2004.

___ Strategic Plan
___ Business Plan
___ Budgeted Priorities
___ Customer Service
___ Workforce Dev.
_x_ ECC Project
___ Audit Response
___ Other_____
(Describe)

County Mgr. Priority (Circle One): *People   Service   Technology   Fiscal Responsibility*

#516 Fare purchase through electronic media – allowing fare purchase with credit cards through the web, phone and for payment at kiosks.

Project will be developed in house. The agency is currently waiting for e-gov to send us the code for the payment processor. Modification will be made to the web content, code for integration to payment manager and back office application. Database design is currently being worked on by a programmer.

___ Strategic Plan
___ Business Plan
___ Budgeted Priorities
___ Customer Service
___ Workforce Dev.
_x_ ECC Project
___ Audit Response
___ Other_____
(Describe)

County Mgr. Priority (Circle One): *People Service Technology Fiscal Responsibility* **#622 Assess alternatives and costs for providing services on new or current routes.** New routes and improved services continue to be implemented rapidly due to the PTP. Since November 5, 2002 seven new routes have been added to the system (Little Haiti Connection, Coconut Grove Circulator, Little Havanna Circulator, Coral Way Max, Hialeah Gardens Connection, Sweetwater Circulator, and the Flagami Connection). In addition, 87 improvements were made to existing bus routes including improvements to peak and off-peak headways, span of service, 24 hour service, and weekend service. Monitoring of the new and improved bus service will continue to determine if the new routes are productive.	___ *Strategic Plan* ___ *Business Plan* ___ *Budgeted Priorities* ___ *Customer Service* ___ *Workforce Dev.* _x_ *ECC Project* ___ *Audit Response* ___ *Other*_____ *(Describe)*
County Mgr. Priority (Circle One): *People Service Technology Fiscal Responsibility* **#761 Create competition for the maintenance of various transit vehicles.** Negotiations have been completed with Penske. Item is under preparation BCC award.	___ *Strategic Plan* ___ *Business Plan* ___ *Budgeted Priorities* ___ *Customer Service* ___ *Workforce Dev.* _x_ *ECC Project* ___ *Audit Response* ___ *Other*_____ *(Describe)*

PERSONNEL SUMMARY

A. *Filled/Vacancy Report*

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	2610	2765	2619	948	2878	963	2909	932		

The first and second quarter position counts reflect approved overages as a result of the PTP.

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. *Key Vacancies*
Bus Maintenance Technicians, Transit Electronic Technicians

C. *Turnover Issues*

D. *Skill/Hiring Issues*

E. *Part-time, Temporary and Seasonal Personnel*
(Including the number of temporaries long-term with the Department)

Part-time Positions – 336 (all bus operators start out as part-timers)
Temporary Employees - 55

F. *Other Issues*

Departmental Quarterly Performance Report
Department Name: Miami Dade Transit
Reporting Period: FY2003 3rd Quarter

FINANCIAL SUMMARY

(All Dollars in Thousands)

| | PRIOR YEAR Actual | Total Annual Budget | CURRENT FISCAL YEAR | | | | | |
| | | | Quarter | | Year-to-date | | | |
			Budget	Actual	Budget	Actual	$ Variance	% of Annual Budget
Revenues								
State Operating Assistance		16,287						
Local Option Gas Tax		14,760						
General Fund		114,950						
Fares		67,220	16,798	17,178	50,415	44,219	(6,196)	65.78%
Advertising & Other Revenues		6,124	1,531	505	4,593	383	(4,210)	6.25%
Tri-Rail Bus Feeder		667						
County Surtax		38,035						
Total		258,043	18,329	17,683	55,008	44,602	(10,406)	
Expense*								
Personnel		183,615	137,711	44,999	137,711	143,376	5,665	78.09%
Operating		74,428	55,821	31,158	41,866	76,968	35,102	103.41%
Capital								
Total		258,043	193,532	76,157	179,577	220,344	40,767	181.50%

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Equity in pooled cash (for proprietary funds only)

| Fund/ Subfund | Prior Year | Projected at Year-end as of | | | |
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total					

Comments:
(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

The department is currently experiencing a shortfall in revenues mainly as a result of lower than expected farebox revenues. The agency believes that this is as a result of fraud which is currently being investigated, the impact of riding free on the buses without having a Golden Passport ID and lower than expected cost recovery on new service. Effective September 1, all eligible Golden Passport riders must show a Golden Passport to ride without paying.

The variance in expenditure is mainly as a result of excessive overtime partially as a result of the rapid implementation of the People's Transportation Plan, increased property insurance and higher than expected ridership on Special Transportation Services.

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:
(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

_____   Date_____
Signature
Department Director